

### Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

1. Will customers have the ability to sign up with any long distance company they choose? **YES**
2. Will customers have the ability to use dial around long distance companies? **NO**
3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number. **NO**
4. Will customers have access to the Illinois Relay Service? **YES**
5. Will customers be able to make 1-800 calls for free? **YES**
6. Will the Company offer operator services? **NO**
7. Please describe how applicant plans to collect the monthly fee to be paid in advance. **NOT OFFERING**
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.? **YES**
9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee? **YES**
10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.? **CUSTOMER**
11. Will applicant offer prepaid service as a monthly service or as a usage service? **NOT OFFERING**
12. Will applicant provide a warning when the remaining value of service is about to cease? **N/A**
13. Is the customer given more than one notice of the remaining value of service? **N/A**
14. How much advance notice is given to the customer of the remaining value of service? **N/A**
15. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired? **N/A**
16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires? **N/A**
17. When does the timing of a call start? **30 SECONDS N/A**
18. If the person called does not answer, is any time deducted from the customer's account? **N/A**
19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time? **N/A**
20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?) **N/A**
21. Are applicant's services available to TTY callers? **N/A**
22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining? **N/A**
23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area? **N/A**